



HONG KONG PUBLIC OPINION PROGRAM
HONG KONG PUBLIC OPINION RESEARCH INSTITUTE
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2020 年 12 月 8 日 新聞公報

民研計劃發放香港紀律部隊及駐港解放軍民望數字

特別宣佈

香港民意研究計劃（香港民研）前身為香港大學民意研究計劃（港大民研）。公報內的「民研計劃」指的可以是香港民研或其前身港大民研。

公報簡要

民研計劃於十一月下旬由真實訪問員以隨機抽樣電話訪問方式成功訪問了 1,085 名香港居民。調查顯示，消防處以 81.0 分再次成為市民最滿意的紀律部隊，第二和第三位是醫療輔助隊和政府飛行服務隊，評分分別為 78.2 及 65.7 分。位列第四至八位的是海關、入境事務處、民眾安全服務隊、廉政公署和懲教署。最後，警務處的最新評分為 40.3 分，繼續是九個紀律部隊當中最底，當中有 34% 市民給予 0 分，而市民對警務處的最新滿意淨值為負 19 個百分點。紀律部隊之間的相對排名在過去六個月沒有太大變化。另外，市民對駐港解放軍的最新滿意度評分為 49.1 分，滿意淨值為正 10 個百分點。與半年前比較，消防處的評分錄得顯著上升，政府飛行服務隊的評分則錄得顯著下跌。同時，政府飛行服務隊和民眾安全服務隊的評分皆創相關題目於 2012 年開展以來新低。調查的實效回應比率為 74.6%。在 95% 置信水平下，調查的百分比誤差不超過 +/-4%，淨值誤差不超過 +/-8%，評分誤差不超過 +/-3.9。

樣本資料

調查日期	:	23-26/11/2020
調查方法	:	由真實訪問員進行隨機抽樣電話訪問
訪問對象	:	18 歲或以上操粵語的香港居民
成功樣本數目 ^[1]	:	1,085 (包括 540 個固網及 545 個手機樣本)
實效回應比率	:	74.6%
抽樣誤差 ^[2]	:	在 95% 置信水平下，百分比誤差不超過 +/-4%，淨值誤差不超過 +/-8%，評分誤差不超過 +/-3.9
加權方法	:	按照政府統計處提供的統計數字以「反覆多重加權法」作出調整。全港人口年齡及性別分佈統計數字來自《二零一九年年中人口數字》，而教育程度（最高就讀程度）及經濟活動身分統計數字則來自《香港的女性及男性 - 主要統計數字》（2019 年版）。

[1] 數字為調查的總樣本數目，個別題目則可能只涉及次樣本。有關數字請參閱下列數表內列出的樣本數目。

[2] 此公報中所有誤差數字均以 95% 置信水平計算。95% 置信水平，是指倘若以不同隨機樣本重複進行有關調查 100 次，則 95 次各自計算出的誤差範圍會包含人口真實數字。由於調查數字涉及抽樣誤差，傳媒引用百分比數字時，應避免使用小數點，在引用評分數字時，則可以使用一個小數點。

最新數據

以下是市民對紀律部隊及駐港解放軍的最新滿意度評分：

調查日期	3-6/6/19	1-6/8/19	21-26/11/19	4-6/5/20	23-26/11/20		最新變化
樣本數目 ^[3]	528-656	1,015	584-650	536-672	506-535		--
回應比率	60.4%	62.8%	67.7%	62.5%	74.6%		--
最新結果 ^[4]	結果	結果	結果	結果	結果及誤差	認知率	--
消防處	83.1{1}	--	80.5{1} ^[5]	76.6{2} ^[5]	81.0+/-1.6{1}	97.4%	+4.4 ^[5]
醫療輔助隊	77.4{3}	--	80.2{2} ^[5]	77.4{1} ^[5]	78.2+/-1.7{2}	90.5%	+0.8
政府飛行服務隊	77.9{2}	--	69.4{3} ^[5]	71.7{3}	65.7+/-2.6{3}	81.5%	-5.9 ^[5]
海關	73.4{4}	--	68.7{4} ^[5]	64.4{4} ^[5]	64.5+/-2.2{4}	89.9%	+0.1
入境事務處	70.2{5}	--	66.2{5} ^[5]	60.8{6} ^[5]	63.6+/-2.3{5}	92.5%	+2.8
民眾安全服務隊	69.9{6} ^[5]	--	63.9{6} ^[5]	62.9{5}	62.9+/-2.4{6}	76.7%	--
廉政公署	67.7{7}	--	57.9{8} ^[5]	54.8{7}	56.1+/-2.8{7}	86.1%	+1.3
懲教署	66.2{8}	--	58.3{7} ^[5]	51.6{8} ^[5]	52.1+/-3.0{8}	77.1%	+0.5
警務處	61.0{9}	39.4 ^[5]	35.3{9} ^[5]	36.8{9}	40.3+/-3.4{9}	96.7%	+3.5
駐港解放軍	56.8	--	44.2 ^[5]	44.2	49.1+/-3.9	75.5%	+4.9

[3] 民研計劃在 2020 年 3 月前彙報的次樣本數目為加權數字，2020 年 3 月開始則以原始數字彙報。

[4] 括弧{ }內數字為紀律部隊的排名。2018 年 10 月至 12 月，民研計劃為不同量尺描述程度的字眼進行測試，表中數字為綜合結果。

[5] 該數字與上次調查結果的差異超過在 95% 置信水平的抽樣誤差，表示有關變化在統計學上表面成立。不過，變化在統計學上成立與否，並不同有關變化是否有實際用途或意義，而不同調查的加權方法亦可能有所不同。

以下則是市民使用五等量尺表達對香港警務處及駐港解放軍的滿意程度：

調查日期	15-19/11/18	3-6/6/19	21-26/11/19	4-6/5/20	23-26/11/20	最新變化
樣本數目 ^[6]	557-576	594-638	598-602	607-626	518-524	--
回應比率	67.9%	60.4%	67.7%	62.5%	74.6%	--
最新結果	結果	結果	結果	結果	結果及誤差	--
對警務處的滿意率 ^[7]	51%	50%	27% ^[8]	34% ^[8]	33+/-4%	-1%
對警務處的不滿率 ^[7]	28%	28%	65% ^[8]	59% ^[8]	52+/-4%	-7% ^[8]
滿意率淨值	23%	22%	-38% ^[8]	-25% ^[8]	-19+/-8%	+6%
平均量值 ^[7]	3.3	3.2	2.2 ^[8]	2.4 ^[8]	2.5+/-0.1	+0.1
對駐港解放軍的滿意率 ^[7]	46%	49%	37% ^[8]	39%	36+/-4%	-2%
對駐港解放軍的不滿率 ^[7]	16% ^[8]	14%	33% ^[8]	36%	26+/-4%	-10% ^[8]
滿意率淨值	30% ^[8]	35%	3% ^[8]	2%	10+/-7%	+8%
平均量值 ^[7]	3.5	3.6	3.0 ^[8]	3.0	3.1+/-0.1	+0.2

[6] 民研計劃在 2020 年 3 月前彙報的次樣本數目為加權數字，2020 年 3 月開始則以原始數字彙報。

- [7] 數字採自五等量尺。平均量值是把答案按照正面程度，以 1 分最低 5 分最高量化成為 1、2、3、4、5 分，再求取樣本平均數值。2018 年 10 月至 12 月，民研計劃為不同量尺描述程度的字眼進行測試，表中數字為綜合結果。詳情請參閱網站。
- [8] 該數字與上次調查結果的差異超過在 95% 置信水平的抽樣誤差，表示有關變化在統計學上表面成立。不過，變化在統計學上成立與否，並不同有關變化是否有實際用途或意義，而不同調查的加權方法亦可能有所不同。

調查顯示，市民對紀律部隊的滿意度排名第一至三位是消防處、醫療輔助隊和政府飛行服務隊，評分分別為 81.0、78.2 及 65.7 分。位列第四至八位的是海關、入境事務處、民眾安全服務隊、廉政公署和懲教署，分別得 64.5、63.6、62.9、56.1 及 52.1 分。最後，警務處的評分為 40.3 分，繼續是九個紀律部隊當中最低，當中有 34% 市民給予 0 分。其滿意率為 33%，不滿率為 52%，滿意淨值為負 19 個百分點，平均量值為 2.5 分，即整體上介乎「幾不滿」及「一半半」之間。紀律部隊之間的相對排名沒有太大變化，但消防處的評分超過醫療輔助隊並再次成為第一位。另外，市民對駐港解放軍的最新滿意度評分為 49.1 分，其滿意率為 36%，不滿率為 26%，滿意淨值為正 10 個百分點，平均量值為 3.1 分，即整體上接近「一半半」。

與半年前比較，消防處的評分錄得顯著上升，政府飛行服務隊的評分則錄得顯著下跌。同時，政府飛行服務隊和民眾安全服務隊的評分皆創相關題目於 2012 年開展以來新低。

民意日誌

民研計劃於 2007 年開始與慧科訊業有限公司合作，由慧科訊業按照民研計劃設計的分析方法，將每日大事記錄傳送至民研計劃，經民研計劃核實後成為「民意日誌」。

由於本新聞公報所涉及的調查項目，上次調查日期為 4-6/5/2020，而今次調查日期則為 23-26/11/2020，因此是次公報中的「民意日誌」項目便以上述日期為依歸，讓讀者作出比較。以涵蓋率不下 25% 本地報章每日頭條新聞和報社評論計，在上述期間發生的相關大事包括以下事件，讀者可以自行判斷有關事件有否影響各項民調數字：

24/11/20	政府宣布收緊防疫措施，強制公眾場所展示安心出行二維碼
21/11/20	警方以涉嫌違反國安法資助分裂國家罪拘捕網台主持等 3 人
19/11/20	高等法院裁定警察不展示個人編號違反人權法
16/11/20	油麻地一幢唐樓發生火警致 7 死 11 傷
1/11/20	警方以涉嫌違反權力及特權法拘捕 6 名民主派議員
31/10/20	七名 8.31 暴動案被告被裁定無罪
13/10/20	習近平出席深圳經濟特區成立慶祝活動
10/10/20	警方以涉嫌協助現被關押深圳的 12 名港人偷渡拘捕 9 人
1/10/20	警方於銅鑼灣等各區拘捕最少 86 名示威者
22/9/20	警方修改《警察通例》下「傳媒代表」定義
12/9/20	12 名香港青年被扣押深圳逾兩周，被捕人士家屬召開記者會
11/9/20	死因庭陪審團裁定陳彥霖死因存疑
10/9/20	警方以在買賣壹傳媒股票時涉嫌詐騙及洗黑錢拘捕 15 人
27/8/20	中國海警於 8 月 23 日截獲赴台快艇，拘捕 12 名香港青年
26/8/20	警方就 7.21 事件以暴動罪拘捕 13 名白衣人以外人士
10/8/20	警方引用國安法搜查壹傳媒，並拘捕黎智英及周庭等人

8/8/20	香港政府發表聲明譴責美國制裁 11 名中港官員
15/7/20	美國總統特朗普簽署《香港自治法案》
6/7/20	政府刊憲公布國安法實施細則
3/7/20	中央及特區政府公布多項關於國安法的人事任命
1/7/20	七一示威中十人被指違反國安法被捕
30/6/20	國安法獲通過並生效
4/6/20	六四悼念活動於多區進行
27/5/20	反國歌法及國安法示威中逾 360 人被捕
24/5/20	反國安法遊行於港島舉行，逾 180 人被捕
22/5/20	國安法實施後將有中央政府國安機構駐港
15/5/20	監警會發表報告指沒有任何證據顯示 8.31 太子站事件中有人死亡

數據分析

最新調查顯示，消防處以 81.0 分再次成為市民最滿意的紀律部隊，第二和第三位是醫療輔助隊和政府飛行服務隊，評分分別為 78.2 及 65.7 分。位列第四至八位的是海關、入境事務處、民眾安全服務隊、廉政公署和懲教署。最後，警務處的最新評分為 40.3 分，繼續是九個紀律部隊當中最底，當中有 34% 市民給予 0 分，而市民對警務處的最新滿意淨值為負 19 個百分點。紀律部隊之間的相對排名在過去六個月沒有太大變化。另外，市民對駐港解放軍的最新滿意度評分為 49.1 分，滿意淨值為正 10 個百分點。

與半年前比較，消防處的評分錄得顯著上升，政府飛行服務隊的評分則錄得顯著下跌。同時，政府飛行服務隊和民眾安全服務隊的評分皆創相關題目於 2012 年開展以來新低。



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Press Release on Dec 8, 2020

POP releases popularity figures of Hong Kong disciplinary forces and the PLA Hong Kong Garrison

Special Announcement

The predecessor of Hong Kong Public Opinion Program (HKPOP) was The Public Opinion Programme at The University of Hong Kong (HKUPOP). “POP” in this release can refer to HKPOP or its predecessor HKUPOP.

Abstract

POP successfully interviewed 1,085 Hong Kong residents by a random telephone survey conducted by real interviewers in late November. Latest survey shows that the Fire Services Department becomes people’s most satisfied disciplinary force again, with a rating of 81.0 marks. The 2nd and 3rd places go to the Auxiliary Medical Service and the Government Flying Service, with 78.2 and 65.7 marks respectively. The 4th to 8th ranks go to the Customs and Excise Department, the Immigration Department, the Civil Aid Service, the Independent Commission Against Corruption and the Correctional Services Department. Finally, the Police Force attains a rating of 40.3 marks, with 34% of the sample giving zero mark and continues to be the lowest among the nine disciplinary forces. Its net satisfaction rate stands at negative 19 percentage points. The relative positions among the disciplinary forces have not changed much over the past six months. Besides, people’s latest satisfaction rating toward the PLA Hong Kong Garrison is 49.1 marks. Its net satisfaction rate is positive 10 percentage points. Compared with half a year ago, the rating of the Fire Services Department has increased significantly, whereas that of the Government Flying Service has dropped significantly. The ratings of the Government Flying Service and the Civil Aid Service have registered record lows since the relevant questions first started in 2012. The effective response rate of the survey is 74.6%. The maximum sampling error of percentages is +/-4%, that of net values is +/-8% and that of ratings is +/-3.9 at 95% confidence level.

Contact Information

Date of survey	: 23-26/11/2020
Survey method	: Random telephone survey conducted by real interviewers
Target population	: Cantonese-speaking Hong Kong residents aged 18 or above
Sample size ^[1]	: 1,085 (including 540 landline and 545 mobile samples)
Effective response rate	: 74.6%
Sampling error ^[2]	: Sampling error of percentages not more than +/-4%, that of net values not more than +/-8% and that of ratings not more than +/-3.9 at 95% conf. level

Weighting method : Rim-weighted according to figures provided by the Census and Statistics Department. The gender-age distribution of the Hong Kong population came from “Mid-year population for 2019”, while the educational attainment (highest level attended) distribution and economic activity status distribution came from “Women and Men in Hong Kong - Key Statistics (2019 Edition)”.

- [1] This figure is the total sample size of the survey. Some questions may only involve a subsample, the size of which can be found in the tables below.
- [2] Before September 2017, “overall response rate” was used to report surveys’ contact information. Starting from September 2017, “effective response rate” was used. In July 2018, POP further revised the calculation of effective response rate. Thus, the response rates before and after the change cannot be directly compared.

Latest Figures

Latest satisfaction ratings of Hong Kong disciplinary forces and the PLA Hong Kong Garrison are summarized as follows:

Date of survey	<u>3-6/6/19</u>	<u>1-6/8/19</u>	<u>21-26/11/19</u>	<u>4-6/5/20</u>	<u>23-26/11/20</u>		<u>Latest change</u>
Sample size ^[3]	528-656	1,015	584-650	536-672	506-535		--
Response rate	60.4%	62.8%	67.7%	62.5%	74.6%		--
Latest findings ^[4]	Finding	Finding	Finding	Finding	Finding & error	Recog %	--
Fire Services Department	83.1{1}	--	80.5{1} ^[5]	76.6{2} ^[5]	81.0+/-1.6{1}	97.4%	+4.4^[5]
Auxiliary Medical Service	77.4{3}	--	80.2{2} ^[5]	77.4{1} ^[5]	78.2+/-1.7{2}	90.5%	+0.8
Government Flying Service	77.9{2}	--	69.4{3} ^[5]	71.7{3}	65.7+/-2.6{3}	81.5%	-5.9^[5]
Customs and Excise Department	73.4{4}	--	68.7{4} ^[5]	64.4{4} ^[5]	64.5+/-2.2{4}	89.9%	+0.1
Immigration Department	70.2{5}	--	66.2{5} ^[5]	60.8{6} ^[5]	63.6+/-2.3{5}	92.5%	+2.8
Civil Aid Service	69.9{6} ^[5]	--	63.9{6} ^[5]	62.9{5}	62.9+/-2.4{6}	76.7%	--
Independent Commission Against Corruption	67.7{7}	--	57.9{8} ^[5]	54.8{7}	56.1+/-2.8{7}	86.1%	+1.3
Correctional Services Department	66.2{8}	--	58.3{7} ^[5]	51.6{8} ^[5]	52.1+/-3.0{8}	77.1%	+0.5
Police Force	61.0{9}	39.4 ^[5]	35.3{9} ^[5]	36.8{9}	40.3+/-3.4{9}	96.7%	+3.5
PLA Hong Kong Garrison	56.8	--	44.2 ^[5]	44.2	49.1+/-3.9	75.5%	+4.9

- [3] Before March 2020, weighted count was used to report subsample size. Starting from March 2020, raw count was used instead.
- [4] Numbers in curly brackets { } indicate the rankings. From October to December 2018, POP conducted tests on the wordings used in different rating scales. Figures in the table are the combined results.
- [5] The difference between the figure and the result from the previous survey has gone beyond the sampling error at 95% confidence level, meaning that the change is statistically significant prima facie. However, whether the difference is statistically significant is not the same as whether they are practically useful or meaningful, and different weighting methods could have been applied in different surveys.

Latest satisfaction rates of the Hong Kong Police Force and the PLA Hong Kong Garrison using the 5-point scale are summarized as follows:

Date of survey	15-19/11/18	3-6/6/19	21-26/11/19	4-6/5/20	23-26/11/20	<i>Latest change</i>
Sample size ^[6]	557-576	594-638	598-602	607-626	518-524	--
Response rate	67.9%	60.4%	67.7%	62.5%	74.6%	--
Latest findings	Finding	Finding	Finding	Finding	Finding & error	--
Satisfaction rate of the Police Force ^[7]	51%	50%	27% ^[8]	34% ^[8]	33+/-4%	-1%
Dissatisfaction rate of the Police Force ^[7]	28%	28%	65% ^[8]	59% ^[8]	52+/-4%	-7%^[8]
Net satisfaction rate	23%	22%	-38% ^[8]	-25% ^[8]	-19+/-8%	+6%
Mean value ^[7]	3.3	3.2	2.2 ^[8]	2.4 ^[8]	2.5+/-0.1	+0.1
Satisfaction rate of the PLA Hong Kong Garrison ^[7]	46%	49%	37% ^[8]	39%	36+/-4%	-2%
Dissatisfaction rate of the PLA Hong Kong Garrison ^[7]	16% ^[8]	14%	33% ^[8]	36%	26+/-4%	-10%^[8]
Net satisfaction rate	30% ^[8]	35%	3% ^[8]	2%	10+/-7%	+8%
Mean value ^[7]	3.5	3.6	3.0 ^[8]	3.0	3.1+/-0.1	+0.2

[6] Before March 2020, weighted count was used to report subsample size. Starting from March 2020, raw count was used instead.

[7] Collapsed from a 5-point scale. The mean value is calculated by quantifying individual responses into 1, 2, 3, 4, 5 marks according to their degree of positive level, where 1 is the lowest and 5 the highest, and then calculate the sample mean. From October to December 2018, POP conducted tests on the wordings used in different rating scales. Figures in the table are the combined results. Please visit our website for details.

[8] The difference between the figure and the result from the previous survey has gone beyond the sampling error at 95% confidence level, meaning that the change is statistically significant prima facie. However, whether the difference is statistically significant is not the same as whether they are practically useful or meaningful, and different weighting methods could have been applied in different surveys.

Survey shows that the 1st to 3rd places regarding people’s satisfaction with disciplinary forces go to the Fire Services Department, the Auxiliary Medical Service and the Government Flying Service, with rating of 81.0, 78.2 and 65.7 marks respectively. The 4th to 8th ranks go to the Customs and Excise Department, the Immigration Department, the Civil Aid Service, the Independent Commission Against Corruption and the Correctional Services Department, with ratings at 64.5, 63.6, 62.9, 56.1 and 52.1 marks respectively. Finally, the Police Force attains a rating of 40.3 marks, with 34% of the sample giving zero mark and continues to be the lowest among the nine disciplinary forces. Its satisfaction rate is 33%, dissatisfaction rate 52%, giving a net satisfaction rate of negative 19 percentage points and a mean score of 2.5, meaning between “quite dissatisfied” and “half-half” in general. The relative positions among the disciplinary forces have not changed much, while the Fire Services Department scored higher than the Auxiliary Medical Service and ranked first again. Besides, people’s latest satisfaction rating toward the PLA Hong Kong Garrison is 49.1 marks. Its satisfaction rate is 36%, dissatisfaction rate 26%, giving a net satisfaction rate of positive 10 percentage points and a mean score of 3.1, meaning close to “half-half” in general.

Compared with half a year ago, the rating of the Fire Services Department has increased significantly, whereas that of the Government Flying Service has dropped significantly. The ratings of the Government Flying Service and the Civil Aid Service have registered record lows since the relevant questions first started in 2012.

Opinion Daily

In 2007, POP started collaborating with Wisers Information Limited whereby Wisers supplies to POP a record of significant events of that day according to the research method designed by POP. These daily entries would then become “Opinion Daily” after they are verified by POP.

For the polling items covered in this press release, the previous survey was conducted from 4 to 6 May, 2020 while this survey was conducted from 23 to 26 November, 2020. During this period, herewith the significant events selected from counting newspaper headlines and commentaries on a daily basis and covered by at least 25% of the local newspaper articles. Readers can make their own judgment if these significant events have any impacts to different polling figures.

24/11/20	The government tightens anti-epidemic measures and orders public venues to display QR codes for “Leave Home Safe”.
21/11/20	Police arrests 3 people including an online radio host who allegedly violated the national security law by providing financial assistance to secession.
19/11/20	The High Court rules that police officers not displaying their identification numbers violated the Bill of Rights.
16/11/20	A tenement building in Yau Ma Tei catches fire causing 7 deaths and 11 injuries.
1/11/20	Police arrests 6 democrats who allegedly violated the LegCo Powers and Privileges Ordinance.
31/10/20	Seven defendants accused of rioting on 31 August 2019 are found not guilty.
13/10/20	Xi Jinping attends anniversary celebration of the establishment of the Shenzhen Special Economic Zone.
10/10/20	Police arrests 9 people on suspicion of helping the 12 Hong Kong people now being detained in Shenzhen flee Hong Kong.
1/10/20	Police arrests at least 86 protesters in various districts including Causeway Bay.
22/9/20	Police changes the definition of “media representatives” under the Police General Orders.
12/9/20	Twelve Hong Kong youngsters have been detained in Shenzhen for over two weeks. Their family members hold a press conference.
11/9/20	The jury in the Coroner’s Court returns an open verdict in the death of Chan Yin-lam.
10/9/20	Police arrests 15 people on suspicion of defrauding and money laundering by trading Next Digital shares.
27/8/20	China Coast Guard intercepted a speedboat to Taiwan on August 23 and arrested 12 young Hong Kong people.
26/8/20	Police arrests 13 people who were not “people in white” for rioting in the 7.21 incident.
10/8/20	Police searches Next Media and arrests Jimmy Lai, Agnes Chow and other people under national security law.
8/8/20	The Hong Kong government issues statement condemning US sanction on 11 Chinese or Hong Kong government officials.
15/7/20	US President Donald Trump signs the Hong Kong Autonomy Act.
6/7/20	The implementation rules for the national security law are gazetted by the government.
3/7/20	The Central Government and the SAR Government announce multiple personnel appointments concerning the national security law.
1/7/20	Ten people are arrested for allegedly violating the national security law in the July 1 protest.
30/6/20	The national security law is passed and comes into effect.
4/6/20	June 4 vigils are held in various districts.
27/5/20	Over 360 people are arrested in protests against the National Anthem Bill and the national security law.

24/5/20	People rally against the national security law on Hong Kong Island. Over 180 people are arrested.
22/5/20	The Central Government will set up national security agencies in Hong Kong after implementation of national security law.
15/5/20	Independent Police Complaints Council releases a report saying there is no evidence of casualties in the Prince Edward MTR incident on August 31.

Data Analysis

Our latest survey shows that the Fire Services Department becomes people's most satisfied disciplinary force again, with a rating of 81.0 marks. The 2nd and 3rd places go to the Auxiliary Medical Service and the Government Flying Service, with 78.2 and 65.7 marks respectively. The 4th to 8th ranks go to the Customs and Excise Department, the Immigration Department, the Civil Aid Service, the Independent Commission Against Corruption and the Correctional Services Department. Finally, the Police Force attains a rating of 40.3 marks, with 34% of the sample giving zero mark and continues to be the lowest among the nine disciplinary forces. Its net satisfaction rate stands at negative 19 percentage points. The relative positions among the disciplinary forces have not changed much over the past six months. Besides, people's latest satisfaction rating toward the PLA Hong Kong Garrison is 49.1 marks. Its net satisfaction rate is positive 10 percentage points.

Compared with half a year ago, the rating of the Fire Services Department has increased significantly, whereas that of the Government Flying Service has dropped significantly. The ratings of the Government Flying Service and the Civil Aid Service have registered record lows since the relevant questions first started in 2012.